

2001-03 Performance Progress Report

For Quarter Ending March 2002

Agency 235

Department of Labor and Industries

Mission

Our mission is to promote a safe and healthful environment in which to work and live. In partnership with our customers, we strive to prevent injury, occupational illness and disability, and limit economic hardship.

Goal Saving lives and preventing injuries and illnesses. We work with employers and employees to reduce hazards in every workplace.

Performance Measure Number of serious workplace hazards identified and fixed by enforcement inspections and technical assistance visits. This performance measurement is based on an agreement made with OSHA and renegotiated yearly based on the Federal fiscal year.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	3607	2709	2921	3078	*3607	2709	2921	3078
Actual	3495	3596	3052					
Date Measured	10/31/2001	1/31/2002	4/30/2002					

Quarter 5 Comment * The target performance estimate/goal is based on a yearly agreement made between WISHA and OSHA. New goals are established based on internal policy changes to citation/violation processes, staff capacity, and the complexity of inspections.

Performance Measure Prepare employers who are required to comply to implement the Ergonomics Rule on July 1, 2002.

* *600 employers with 50 or more employees, who are in the top 12 high hazard industries, are required to comply.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	150	150	150	150	150	150	150	150
Actual	159	132	531					
Date Measured	10/31/2001	1/31/2002	4/30/2002					

Quarter 4 Comment The Governor's Blue Ribbon Panel on Ergonomics will provide additional guidance and recommendations for the FY2002 03 scorecard.

Goal Workers' Compensation: Providing better service to employers and employees. We provide sure and certain relief to injured workers and their families through effective and efficient service while controlling costs.

2001-03 Performance Progress Report

For Quarter Ending March 2002

Agency 235

Department of Labor and Industries

Performance Measure Change in the duration of time-loss benefits for industrial insurance claims since the quarter ending 6/30/97. Biennial Goal is a 7.5 percent reduction.

* *Time Loss Duration is an approximate index of the amount of time existing claims remain open, and therefore an indication of the cost of future benefits that will be paid.*

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	-7.5%	-7.5%	-7.5 %	-7.5%	-7.5%	-7.5%	-7.5%	-7.5%
Actual	2.5%	7.0%	6.7%					
Date Measured	10/31/2001	1/31/2002	4/30/2002					

Quarter 1 Comment This quarter's measure was distorted by an unusual amount of back time loss payments to claimants where more than one months worth of timeloss was paid.

Quarter 2 Comment This quarter's measure was distorted by an unusual amount of back time loss payments to claimants where more than one months worth of timeloss was paid.

Quarter 3 Comment The percentage is down from last quarter. Claims specific initiatives are being built to reduce timeloss duration.

Performance Measure Initial workers' compensation time-loss payments paid within fourteen days.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	95%	95%	95%	95%	95%	95%	95%	95%
Actual	91.65%	90.91%	92.45%					
Date Measured	10/31/2001	1/31/2002	4/30/2002					

Goal Customers express satisfaction with the ease of accessing L&I information and services, based on annual survey data.

Performance Measure Increase the number of employers conducting business over the Internet with L&I. Signup 6500 additional employers for FY2002 and 4700 additional employers for FY 2003 for online payment of premiums.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	400	1400	2100	1100	1200	1200	1200	1200
Actual	1686	1915	1938					
Date Measured	10/31/2001	1/31/2002	4/30/2002					

Quarter 3 Comment Additional publicity and efforts by agency staff to make customers aware of this opportunity should greatly increase participation.

Goal We support the developement of high skilled workers who earn a livable wage.

2001-03 Performance Progress Report

For Quarter Ending March 2002

Agency 235

Department of Labor and Industries

Performance Measure Number of new apprentices enrolled in registered apprenticeship programs in Washington State.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	1019	1019	1018	1018	1019	1019	1018	1018
Actual	1172	622	464					
Date Measured	10/31/2001	1/31/2002	4/30/2002					

Goal We prevent injuries and deaths.

Performance Measure Percentage of electrical inspections completed within a 24 hour period.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	89%	89%	89%	89%	89%	89%	89%	89%
Actual	88%	93%	93%					
Date Measured	10/31/2001	1/31/2002	4/30/2002					